



30 October 2001

Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Re: Federal-State Joint Board on Universal Service Request for
Comments on Definition of Universal Service (CC Docket No. 96-45)

Dear Ms. Salas:

We write to urge the Joint Board to recommend that the Commission add payphone services to the list of core services eligible for federal universal service support. Our clients – the homeless, the unemployed, people seeking safe haven from domestic violence and others in distress who are trying to restore order to and reconstruct their lives – rely on payphones as their primary means to meet their communications needs. We are deeply concerned with the accelerating rate at which payphones across the country are being removed.

Community Voice Mail enables participating community service organizations to provide private personalized voice mail for clients who either lack a home phone or who, because of privacy concerns, cannot use their phone for reliable messaging. This service offers individuals timely and dignified contact with potential employers, landlords, health, human and social service providers and family members and has made it possible for thousands of people to get their lives back on track and make useful contributions within their communities. The only thing these individuals need to check their voice mail messages and communicate vital information is a readily accessible payphone.

We understand that payphones are being removed for a variety of economic reasons. Among these is excessive payphone line rates, a matter which leaders of some 300 of our community service groups addressed in a letter to Chairman Powell. A copy of that letter is attached. Reasonable payphone line rates should slow the rate of payphone removal. However, because there are other factors, namely the expansion of wireless, fewer and fewer payphones will remain, even with reasonable payphone line rates.

The public has a need for many of the payphones that are being removed. Our clients need ready access to payphones as do others who cannot afford wireless. Even for those who can afford wireless phones, payphones provide important backup. We do not always have our wireless phones with us when we need to make a call, and even when we

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Technology
Institute



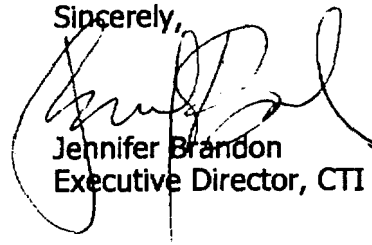
P.O. Box 61385
Seattle, WA 98121
Ph./Fax:
206.441.7872
E-mail:
cvm@activevoice.com
www.cvm.org

do, we may be outside the coverage of our wireless phones, have a dead battery or experience poor signal quality.

The time has come to consider federal universal service support for payphones. We urge you to do so in this proceeding.

Five additional copies of this letter (and attachment) are enclosed. Please date stamp and return one of the copies to us in the self addressed stamped envelope enclosed for your convenience. We also are sending three paper copies of this filing to Sheryl Todd of the Accounting Policy Division and a diskette copy of our filing to Qualex International.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Brandon", is written over the typed name and title.

Jennifer Brandon
Executive Director, CTI

Attachment



June 6, 2001

Honorable Michael K. Powell
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Chairman Powell:

We, the undersigned community service organizations, are deeply concerned that more and more payphones are being removed across America, particularly in low-income urban and rural areas where the need for payphones is the greatest. We understand a major factor contributing to the removal of payphones is the high rates that payphone providers in most states currently are charged to use the local telephone network. We urge you in the pending proceeding on this issue, CCB/CPD 00-1, to establish guidelines that will rapidly ensure the rates are not excessive.

Our organizations serve a large number of citizens, including many low-income families, the unemployed, homeless, victims of domestic violence and sexual abuse, runaways and people seeking drug or alcohol abuse counseling, to name a few. With the assistance of Community Voice Mail, each of our organizations makes available a private personalized voice mail for clients who either lack home phones or who, because of privacy concerns, cannot use their phones. This service offers individuals timely and dignified contact with potential employers, landlords, health, human and social service providers and family members and has made it possible for thousands of people to get their lives back on track and make useful contributions within their communities.

THE ONLY THING THESE INDIVIDUALS NEED TO CHECK THEIR VOICE MAIL MESSAGES AND COMMUNICATE VITAL INFORMATION IS A READILY ACCESSIBLE PAYPHONE. The tragedy is that every week thousands of payphones are being removed across the United States, many in rural and urban low-income areas. The recent announcement by BellSouth, the provider of 143,000 payphones in the Southeast, that it is exiting the payphone business is a potentially grim indicator of the future scarcity of payphones.

The clients we serve rely daily on widespread availability of payphones. For these citizens, and many others in the 5.4 million American households that do not have a home phone, payphones are more than a convenience--they are a lifeline.

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Community
Technology
Institute



P.O. Box 61385
Seattle, WA 98121
Ph/Fax:
206.441.7872
E-mail:
cvm@avoice.com

Please help keep payphones widely available in our communities. You can do this by ensuring that payphone line rates are reasonable.

Thank you for your attention to this vital matter.

Sincerely,

**Community Technology Institute
/ Community Voice Mail**
Jennifer Brandon
Seattle, WA

A B C D/ Hip
Jeanette Francis
Bellingham, WA

A New Life Consumer Center
Jacqui Williams
Philadelphia, PA

Abs (comcare), Washington House
Arthur Morales
Phoenix, AZ

Access Works
Sue Purchase
Minneapolis, MN

ACT I
S. Jackson
Philadelphia, PA

ACT I
B. Thomas
Philadelphia, PA

ACT II
Pat Kenndy
Philadelphia, PA

Action Ministries, Inc. N. GA
Transitional Housing
R. Thompson
Atlanta, GA

Aids Community Project
Bill Thomas
St. Petersburg, FL

Ain Dah Yung - (Our Home)
Shelter
Doreen Purcell
Saint Paul, MN

Alliance Of The Streets
Mike Menner
Minneapolis, MN

Alternatives, Inc.
Judith Gall
Chicago, IL

American Indian Center
Toni Innes
Spokane, WA

**American Indian Housing &
CDCorporation**
Audrey Adams
Minneapolis, MN

American Indian O I C - M F I P
Linda Duck
Minneapolis, MN

**Amherst H. Wilder Foundation -
Jobs Firs**
Tasha Walvig
Saint Paul, MN

Amicus - Reconnect
Dona Woltering
Minneapolis, MN

Anishinabe Employment Services
Wilma Mason
Minneapolis, MN

**Arizona Opportunities Industrial
Center**
Thelma Monroe
Phoenix, AZ

ASAP Homeless Services, Inc.
Myrtle Hall
St. Petersburg, FL

ASAP Homeless Services, Inc.
Debbie Rowland
St. Petersburg, FL

Ascension Place
Delicia Jackson
Minneapolis, MN

Asian Counseling Referral Service
Eugene Shen
Seattle, WA

Atlanta Children's Shelter, Inc.
Jacqueline Brown
Atlanta, GA

Atlanta Community Food Bank
Kathryn Palumbo
Atlanta, GA

Aurora Project
Celeste Buckner
Toledo, OH

Avondale Social Services
Esther Pineda
Avondale, AZ

**Az Neighborhood Networks
Partnership**

Marcia Newman
Phoenix, AZ

**Bainbridge Island Help Line
House**

Clara Manny
Bainbridge Is., WA

Bellflower Center
Jean Kwait
Cleveland, OH

Bellingham CVM
Patricia Rathburn
Bellingham, WA

Betania Community Center
Pedro Denga
Phoenix, AZ

Bike Alliance
Louise McGrody
Seattle, WA

Blaine Family Service Center
Andree Marcus
Bellingham, WA

Boley Center Butterfly Garden
Meghan O'Grady
St. Petersburg, FL

Boley Vocational
Andy Shaver
St. Petersburg, FL

Boston Family
Karoline Walsh
Boston, MA

Boston Rescue Mission On The Job
Raquel Miller
Boston, MA

Brandon House
Ruthie Lamont
Boston, MA

Capitol Mall Association
Tammy Bosse
Phoenix, AZ

Cara Program
Rachel Gubbins
Chicago, IL

Casa De Esperanza
Sue Fuentes
Saint Paul, MN

Casa Teresa
Peggie Perrin
Phoenix, AZ

CASA-Domestic Violence Shelter
Maria Henderson
St. Petersburg, FL

Catherine Booth House
Elle Keisle
Seattle, WA

Catholic Charities - Branch 3
Jesus Reyes
Minneapolis, MN

Catholic Charities - Dorothy Day Center
Julie Koch
Saint Paul, MN

Catholic Charities - Evergreen Apartment
Dominick Bouza
Minneapolis, MN

Catholic Charities - Exodus Hotel
Richard Knobel
Minneapolis, MN

Catholic Charities - Exodus Job Service
Jim Durdle
Minneapolis, MN

Catholic Charities - Family Services
Barbara Hunt
Maplewood, MN

Catholic Charities - Frogtown Center
Lisa Geehan
Saint Paul, MN

Catholic Community Services Bell
Ann Olde
Tacoma, WA

Center for Employment & Training
Claire Press
Saint Paul, MN

Center For Families & Children
Deborah Rodriguez
Cleveland, OH

**Central Minnesota Jobs &
Training Service**
Tiffany Bornetun
Elk River, MN

**Central Phoenix Family Service
Ctr.**
Heidi Hastings
Phoenix, AZ

Chaplain For The Homeless
Kay Martin
Phoenix, AZ

**Chicago Christian Industrial
League**
Lekeeta Charley
Chicago, IL

**Chicago Coalition for the
Homeless**
Steffani Francis
Chicago, IL

Chicago Commons
Kendall Holliday
Chicago, IL

Child Protective Services
Lisa Forsman
Phoenix, AZ

Chris Becker Dining Room
Enriqueta Camargo
Phoenix, AZ

**Chrysalis - Power I - Cd Primary
Care**
Elisa Rodriguez
Minneapolis, MN

City Of Seatac
Lydia Assefe Dawson
Duwamish, WA

**Clearwater Homeless
Intervention Project**
Ed Brant
St. Petersburg, FL

**Clearwater Homeless Intervention
Project**
Tami Carlson
St. Petersburg, FL

**Clearwater Homeless
Intervention Project**
Rosemary Sugar
St. Petersburg, FL

Collaborative Transition Services
Joyce Yoder
East Union, WA

Coming Home Project
John Jameson
Seattle, WA

Community Action Council
Sue Swenson
Eagan, MN

Community Action Council -
Sue Swenson
Hastings, MN

**Community Action Council -
Eagan Neighbor**
Connie Kallevig-munson
Eagan, MN

**Community Action Program, El
Mirage**
Lorenzo Aguirre
El Mirage, AZ

Community Pride Child Care
Tari Orr
St. Petersburg, FL

Community Technology Alliance
Betsy Arroyo
San Jose, CA

Compass Health
Mark Ibsen
Everett, WA

Crisis House
Terri Richardson
El Cajon, CA

Crisis Services
Natie Briggance
Bellingham, WA

Crittention Hastings House
Wendy Weiser
Boston, MA

**Crossroads Community Ministries,
Inc.**
Stan Dawson
Atlanta, GA

**CVM For Educational
Opportunity & Resource Center**
Sherrilyn Reed

Cvm User Group
Patt Patterson
Phoenix, AZ

D S H S - Pierce South
Roberta Bortuska
Puyallup, WA

David's House
Delores Jones
Toledo, OH

**Department Of Economic
Security - Dakota**
Rick Gubash
Burnsville, MN

**Department Of Economic Security
- Marsha**
Mary Alms
Marshall, MN

**Department Of Economic
Security/ D.r.s.**
Linda Larson
Brooklyn Park, MN

**Disadvantaged Students and
Adults**
Jackie Thomas
St. Petersburg, FL

Division of Blind Services
Heather Deacon
St. Petersburg, FL

**Division Of Indian Work -
Horizons**
Jeanette Melenaro
Minneapolis, MN

**Division of Vocational
Rehabilitation**
Verilea Howard
Seattle, WA

**Division of Vocational
Rehabilitation**
Carl Johnston
Bellingham, WA

**Domestic Abuse Project - Pilot
City**
Verilea Howard
Minneapolis, MN

DSHS Work First
Hollis Jackson
Bellingham, WA

**East Side Neighborhood Service,
Inc. - N**
Neely Benjamin
Minneapolis, MN

Easter Seals Metropolitan Chicago
Bill Kern
Oak Park, IL

Eastside Family Center
Joan Schlecht
Saint Paul, MN

Eastside Work Resource Hub
Rashid Arraiah
Saint Paul, MN

Eden Programs - Women's
Melanie Williams
Minneapolis, MN

**Elim Transitional Housing - Rapid
Exit -**
Scheryl Wilson
Minneapolis, MN

**Employment Security/ Veteran's
Unit**
Tom Noel
Bellingham, WA

Episcopal Community Services
Anna Gwyn May
San Diego, CA

**Episcopal Community Services -
Families**
Mary Schatzlein
Minneapolis, MN

Episcopal Diocese of Atlanta
Connie Blair
Atlanta, GA

Families Moving Forward
Carol Merriweather
Minneapolis, MN

**Family & Children's Service -
Pride**
Tomoe Ouchi
Minneapolis, MN

**Family Resources, Inc. Street
Safe Program**
Lisa Jackson
St. Petersburg, FL

**Family Self-Sufficiency-PCHA
Rainbow Village**
Jody Malsbury
St. Petersburg, FL

Featherfist
Melanie Anewishki
Chicago, IL

Ferndale Family Resource Center
Dorothy MacSarrow
Bellingham, WA

First Step
Artie Rounds
Boston, MA

**Florida Diagnostic and Learning
Resource System**
Caroline Fricano
FL

FOCUS
Jamie Jackson
Toledo, OH

Frankford Avenue Health Center
Milton Holnes
Philadelphia, PA

Frankford Avenue Health Center
Staya Londono
Philidelphia, PA

Frankford Avenue Health Center
Florence Ricks
Philidelphia, PA

Freemont Public Association
Teresa Ballard
Seattle, WA

Freemont Public Association
Lorelei Berndt
Seattle, WA

Freemont Public Association
Rosemary Bradshaw
Seattle, WA

Freemont Public Association
Gillian Burlingham
Seattle, WA

Freemont Public Association
Sara Chehraz
Seattle, WA

Freemont Public Association
Julie Chritiana Hertl
Seattle, WA

Freemont Public Association
Anne Dederer
Seattle, WA

Freemont Public Association
Lucretia Granger
Seattle, WA

Freemont Public Association
Rob Hallock
Seattle, WA

Freemont Public Association
Lee Harper
Seattle, WA

Freemont Public Association
Nick Jackman
Seattle, WA

Freemont Public Association
Maureer Jones
Seattle, WA

Freemont Public Association
Dea Larsen
Seattle, WA

Freemont Public Association
Natalie Lecher-Pozarsky
Seattle, WA

Freemont Public Association
Tony Lee
Seattle, WA

Freemont Public Association
Robin Low
Seattle, WA

Freemont Public Association
Natasha Marcynyszyn
Seattle, WA

Freemont Public Association
Kathy McCormackl
Seattle, WA

Freemont Public Association
Colleen Neubert
Seattle, WA

Freemont Public Association
Barbara Rader
Seattle, WA

Freemont Public Association
Amy Reddinger
Seattle, WA

Freemont Public Association
Linda Schnee
Seattle, WA

Freemont Public Association
Shannon Schuldt
Seattle, WA

Freemont Public Association
Kathleen Showalter
Seattle, WA

Freemont Public Association
Steve Thornton
Seattle, WA

Freemont Public Association
Julie Watts
Seattle, WA

Freemont Public Association
Terri Yaffee
Seattle, WA

Freemont Public Association
Stephanie Yeager
Seattle, WA

**Freeport West - Family
Assessment**
Chris Hill
Minneapolis, MN

Freeport West - Project Solo
Martha Bradley
Minneapolis, MN

Fremont Public Access
Eileen Bidwell
Seattle, WA

Friend to Friend Clubhouse
O'Neal Graham
San Diego, CA

**Furniture Bank of Metro
Atlanta**
Tom Polk
Atlanta, GA

Gay Me's D. V.
Andy Mejia
Boston, MA

**Georgia Law Center for the
Homeless**
Sherry Siclair
Atlanta, GA

**Georgia Travis Center/
Commercial Street Inn**
Francella Stevens
San Jose, CA

Goodwill
Clark Brekke
Liberty Park, WA

**Goodwill - Easter Seals -
Employment**
Lynnette Bergstrom
Saint Paul, MN

Greenhouse Out of Deer Park
Jolene Schuler
Deer Park, WA

Greenhouse Recovery Center
Ron Schwartz
Saint Paul, MN

H E A L x Psychex
Deborah Klimkowitz
Cleveland, OH

Hall Mercer
Mike Whalcy
Philadelphia, PA

**Healthy Start - All Children's'
Hospital**
Mary Ellen Deloache
St. Petersburg, FL

Hello House
Michael Jones
Boston, MA

Hired - Brooklyn Park
Dee Everett
Brooklyn Park, MN

Homestart (former G B H I)
Diane Issa
Boston, MA

Homeward Bound
Michaela Cannon
Phoenix, AZ

Hospitality Center
Sue Murphy
Chicago, IL

House Of Charity
Ed McCarron
Spokane, WA

House Of Refuge
Dave Atkins
Phoenix, AZ

Hull House Associations
Amanda Deisch
Chicago, IL

Hunting Park Health Center
Richard Vezina
Philadelphia, PA

Impact Service Corp.
Julie Toledo
Philadelphia, PA

Impact Veteran Service
Dick Finch
Philadelphia, PA

Inn at the Orchard
Karen Lavalla
Bellingham, WA

Inner Voice
Ceandra Daniels
Chicago, IL

Interfaith Hospitality Network
T J Sather
Liberty Park, WA

J R I- Housing Options Program
Ana Sterling
Boston, MA

Mid-Pinellas Homeless Outreach
Clare Creager
St. Petersburg, FL

Mid-Pinellas Homeless Outreach
Lynn Rogers
St. Petersburg, FL

Midtown Assistance Center
Dorothy Chandler
Atlanta, GA

Minnesota Men Of Color - Ikche
Wichasha
Nick Metcalf
Minneapolis, MN

Minnesota Work Force Center
Jody Pepinski
Burnsville, MN

Minnesota Work Force Center
Curt Sammon
Saint Paul, MN

Minnesota Work Force Center
Rebecca Sunder
Monticello, MN

Model Cities Of Saint Paul, Inc.
Rosemary Williams
Saint Paul, MN

Mount Olive
Richard Jackson
Philadelphia, PA

Neighborhood House
Dan Hoxworth
Saint Paul, MN

Network
Beth Leventhal
Boston, MA

New Foundation, Inc.
Pam Ampferer
Saint Paul, MN

New Start
Doug Trautloff
Tacoma, WA

New Unity, Incorporated
Dawn Williams
Minneapolis, MN

Night Hospitality at Clifton
Presbyterian Church
Leslie Withers

Nooksack Work First
Darlene
Bellingham, WA

Northwest Women's Law Center
June Krumpotick
Seattle, WA

Northwest Workforce
Development Council
Kit Vonnegut
Bellingham, WA

Old Town Christian Ministries
Peggy Shapiro
Bellingham, WA

One Day At A Time
Rena Rogers
Philadelphia, PA

Open Door Ministries
Brad Self
Toledo, OH

Operation A B L E Pilsen
Cass Cameron
Chicago, IL

Operation De Novo
Sandye Mills
Minneapolis, MN

Operations ABLE Downtown
Joann Samuels
Chicago, IL

Opportunity Council
Cat Lehman
Bellingham, WA

Our Saviour's Housing
Sandra Aslaksen
Minneapolis, MN

Outside In
Erica Tigeson
Portland, OR

Overington House, Inc.
Amy Gomez
Philadelphia, PA

Pacific Associates
Sheila Kuniyuki
Seattle, WA

**Pathways Community Network,
Inc.**
William Matson
Atlanta, GA

**People Serving People - 410
Shelter**
Mary Crowley
Minneapolis, MN

**People, Inc. - Cd Case Mngment
For Adult**
Marleen Cross
Anoka, MN

People, Inc. - Search Program
Anne Barnwell
Minneapolis, MN

**Perspectives, Inc. - Transitional
Housing**
Bobbi Masquelién
Saint Louis Park, MN

Phillips Way To Grow Program
Sandra Rivera
Minneapolis, MN

Phoenix Early Head Start
Maggie Reniers
Phoenix, AZ

Phoenix Indian Center, Inc.
Nancie Haranaka
Phoenix, AZ

Pine Street Inn
Lydia Downie
Boston, MA

Pinellas Cares
Chrissy Jackson
Pinellas, FL

Pinellas Cares
Edward Perry
Pinellas, FL

Pinellas Cares
Micki Thompson
Pinellas, FL

**Pinellas County Social Services-
Clearwater**
Maddie Odems
Pinellas, FL

Prefab Autumn House
Kathy Dinolfi
Mesa, AZ

Project Connect greater Boston
CVM
Meghan Coughlin
Boston, MA

Project Connect Greater Boston
CVM
Joe Finn
Cambridge, MA

Project For Pride In Living
Molly John
Minneapolis, MN

Project Home
Genny O'Donnell
Philadelphia, PA

Project Place
Angie Felix
Boston, MA

Project Safe
Ted Spaeth
Philadelphia, PA

Public Health Dept. MOM's Plus
Judy Evans
Seattle, WA

**Pyramid Partnership Inc/Project
Workwise**
Dennis Brittain
Chicago, IL

Quest Inn
Leslie Backus
St. Petersburg, FL

R A P Self Sufficiency
Mary Lou Clowes, Dir
Saint Paul, MN

Rainbow Activity Center
Russ Sapienza
Bellingham, WA

Ramsey County - Job Training
Mary Haigh
Roseville, MN

REM Association
Jim Guice
Spokane, WA

**Resource, Inc. - Employment
Action Center**
Tia Wilke
Minneapolis, MN

**Resource, Inc. - Recovery
Resource Center**
Al Hawkins
Minneapolis, MN

Rose of Lima House
Cynthia Shaw
Seattle, WA

**Rural MN C E P, Inc. - Workforce
Center**
Lana Doll
Fergus Falls, MN

**Salvation Army - Project Break
Through**
Meggan Hanson
Minneapolis, MN

Salvation Army Cambridge
Dennis Reed
Boston, MA

**Salvation Army Family,
Sunnyslope**
Enriqueta Camargo
Phoenix, AZ

Salvation Army Safe Center
Gerri Anee Armstrong
Spokane, WA

Salvation Army Transitional
Jane Silverman
Philadelphia, PA

Salvation Army Transitional
Gloria Burges
Philadelphia, PA

San Jose Fritst
Anne Ehreeman
San Jose, CA

Sandra's Lodge
Kristy Sweet
Middlesex, MA

SCUSD Adult Program
Alison Dougherty
Santa Clara, CA

Second Start
Chirstine Skeen
San Jose, CA

Self Inc. / Super Nofa
Lloyd Parker
Philadelphia, PA

Senior Center
Sherri McNeil
Toledo, OH

SNAP Downtown Office
Mary F Westerman
Spokane, WA

Snohomish County Voice Mail
Carole Springsted
Everett, WA

Solutions At Work
Darrel Lifred
Boston, MA

**Sousa Transitional Shelter
Program**
Sandra Faust
Chicago, IL

South Regional Center
Charity Eremich
Philadelphia, PA

**Spokane Neighborhood Action
Programs**
John O'Rourke
Spokane, WA

St Margaret's Hall Shelter
Nadine Fanstone
Liberty Park, WA

St. Ambrose Family Inn
Patricia Dancy
Boston, MA

St. Johns
Edward Speedling
Philidelphia, PA

St. Johns
Frank Stucker
Philidelphia, PA

**St. Joseph's Office of Social
Ministry**
Anne Holgado
San Jose, CA

St. Paul Area Council Of Churches
Sara Liegl
Saint Paul, MN

St. Paul Intervention Project
Rebecca Mc Lane
Saint Paul, MN

St. Stephen's Shelter
Cynthia Bobo
Minneapolis, MN

St. Vincent's
Nancy Gentile
Philidelphia, PA

S-Team
Winton Smith
Phoenix, AZ

STRIVE
Sharon Slatton
Chicago, IL

Strong Tower
David Washington
Phoenix, AZ

Suburban Job Link
Robert Hollman
Chicago, IL

**Success Training and Retention
Services**
Hermes Pacheco
St. Petersburg, FL

**Sunnyslope Family Services
Center**
Ramona Flores
Phoenix, AZ

Supportive Living Program
Kim Longhofer
Spokane, WA

Sylvan Learning Systems, Inc.
Mike Gallagher
Chicago, IL

T.A. S. C.
John Swaile
Toledo, OH

Tacoma Community House
Diane Giannobile
Tacoma, WA

The Employment Project
Karl Greene
Chicago, IL

Trans. To Work Collaboration
Jessica Dawn
Boston, MA

Transition House Inc.
Patti Cullen
Boston, MA

Transitional Housing
Edith Williams
Cleveland, OH

Trevors Place
Billy Donnelly
Philadelphia, PA

Trevors Place
Toni Faison
Philadelphia, PA

Twin Cities Community Voice
Mail
Jerri Sudderth
St. Paul, MN

United Methodist Outreach
Ministries, Sr
Dan Gottry
Phoenix, AZ

Urban Hope Ministries, Inc.
Floyd Beecham
Minneapolis, MN

Urban Ministry of Palo Alto
Brooke Schenke
Palo Alto, CA

Urban Ventures Leadership
Foundation - T
Mark- Peter Lundquist
Minneapolis, MN

V. K. Arrigoni House
Rob Schluessier
Saint Paul, MN

Valley Homestead
Railee Young
Bellingham, WA

Vista Paiute Job Preparation
Stacey Benson
Scottsdale, AZ

Weingart Center Association
Matthew Bengard
Los Angeles, CA

Whole Life Foundation
Ginger Goldman
Phoenix, AZ

Wilder Foundation - Community
Housing
Keith Denison
Saint Paul, MN

Willson Tower/Salvation Army
Henry Coyle
Cleveland, OH

Women Against Abuse II
Gloria Wetstone
Philadelphia, PA

Women Of Nations - Eagle's Nest
Shelter
Nikki Youngmans
Saint Paul, MN

Women's Advocates
Melinda Jackson
Saint Paul, MN

Womens Drop In Center
Mary Rathert
Spokane, WA

Y W C A Battered Women's
Shelter
Patti Neiman
Toledo, OH

Youth On Fire
Cyndi Eigler
Boston, MA

YWCA
Teri Smith
Bellingham, WA

cc: FCC Commissioners
Members of Congress

PLUS: PORTRAIT OF AN AMERICAN CLASSIC;
JEANNE MARIE LASKAS ON VACATION HANGOVERS

SEPTEMBER 2, 2001

The Washington Post Magazine



Dialing for Deliverance

Money, love, surviving: The secrets of public phones BY LIZA MUNDY

PLUS: PORTRAIT OF AN AMERICAN CLASSIC;
JEANNE MARIE LASKAS ON VACATION HANGOVERS

SEPTEMBER 2, 2001

The Washington Post Magazine



Dialing for Deliverance

Money, jobs, love, surviving: The secrets of public phones BY LIZA MUNDY



Hearing the Call

**If you're on the wrong side of the digital divide, what does it take to get by?
Thirty-five cents and a glimmer of hope BY LIZA MUNDY**

PRESENTED WITH PAY PHONES lined up one after another in a continuous, multi-phone bank, the average person will place a call from the phone on the extreme left or right, rarely the phone in the middle. This way, the caller may have a person to one side but will not, most likely, have a person to both sides. It's a feeble but surprisingly predictable way in which people claim a few inches of personal space, a sliver of privacy in a world where the phone booth—like the office with a door that closes—seems a quaint luxury from a long-ago past.

Though, in truth, there's little privacy to be had from any modern pay phone at all.

"It's a bacterial infection!" says a teenage girl one hot weekday afternoon, making a call from one of the phones that line a low wall at the entrance to the Ballston Metro station. They are Verizon phones, five of them, mounted on posts and separated by only the thinnest partitions.

"Yes. Giovanni? I was wondering if I could come in today to get my face waxed instead of coming in . . . Okay, thanks," says an office worker at the same bank of telephones.

"Why you want to see me?" giggles a girl into a phone. "Shut up! I'm certified legal!"

"Steve blasted me right in the teeth!" says a man with a yellow-gray ponytail.

"Carlotta! Carlotta! Listen!" says another man. "They want \$500! Listen! I HAVE talked to somebody else! Five hundred dollars is GOOD!"

"I love you, too," says another.

"My grandfather's on his dyin' bed," says another.

"I lost my job," says another.

THE PAY PHONES AT THE ENTRANCE TO THE BALLSTON METRO STATION: FIVE TINY THEATERS, ENDLESS DRAMA.